A. G. Contract No. KR94 2521TRN

ECS File: JPA 94-164

Project: STP-900-0(99)/H3832 01X Section: FY94-96 Telecommuting Demonstration Project

INTERGOVERNMENTAL AGREEMENT

BETWEEN

THE DEPARTMENT OF TRANSPORTATION

AND

THE MARICOPA COUNTY

REGIONAL PUBLIC TRANSPORTATION AUTHORITY

I. RECITALS

- 1. The ADOT is empowered by Arizona Revised Statutes Section 28-108 and 28-112 to enter into this agreement and has by resolution, a copy of which is attached hereto and made a part hereof, resolved to enter into this agreement and has delegated to the undersigned the authority to execute this agreement on behalf of the ADOT.
- 2. The RPTA is empowered by Arizona Revised Statutes Section 28-2512, 28-2513 and 28-2611 to enter into this agreement and has authorized the undersigned to execute this agreement on behalf of the RPTA.
- 3. The Federal Intermodal Surface Transportation Efficiency Act of 1991 has made funds available to ADOT for the use of RPTA for a Regional Telecommuting Demonstration Project. The ADOT and the RPTA desire to define their respective responsibilities relating to the transfer of up to \$90,000.00 thru ADOT to the RPTA and the expenditure thereof.

THEREFORE, in consideration of the mutual agreements expressed herein, it is agreed as follows:

NO. 19/62
FILED WITH SEGRETARY OF STATE
Date Filed
- Richard Planouses
Secretary of State
By VICKY Creenewood

II. SCOPE

1. The ADOT will:

Provide the RPTA federal STP funds in the amount of up to \$90,000.00, on a monthly cost reimbursement basis for activities performed relating to the Regional Telecommuting Demonstration Project.

2. The RPTA will:

- a. Apply funding to project work activities in strict accordance with applicable Federal and State laws, rules and regulations.
- b. Issue requests for proposals, and hire consultants as necessary to perform required project related work activities, generally in accordance with Attachment A, which is incorporated herein and made a part hereof. Be responsible for any consultant claims for extra compensation.
- c. Invoice ADOT for reimbursement no more often than monthly, supported by narrative reports, in a total amount not to exceed \$90,000.00.

III. MISCELLANEOUS PROVISIONS

- 1. The only interest of the Department of Transportation in this agreement is to convey federal pass through funds for the use and benefit of the RPTA by reason of State and Federal law under which funds for the activities are authorized to be expended.
- 2. This agreement shall remain in force and effect until completion of said activities and reimbursements; provided, however, that this agreement may be cancelled at any time prior to the commencement of performance, upon thirty (30) days written notice to the other party.
- 3. Should the work contemplated under this agreement be completed at a lower cost than the reimbursed amount, or for any other reason should any of these funds not be expended, a proportionate amount of the funds provided shall be reimbursed to the ADOT.
- 4. This agreement shall become effective upon filing with the Secretary of State.

- 5. This agreement may be cancelled in accordance with Arizona Revised Statutes Section 38-511.
- 6. The provisions of Arizona Revised Statutes Section 35-214 are applicable to this contract.
- 7. In the event of any controversy which may arise out of this agreement, the parties hereto agree to abide by required arbitration as is set forth in Arizona Revised Statutes Section 12-1518.
- 8. All notices or demands upon any party relating to this agreement shall be in writing and shall be delivered in person or sent by mail addressed as follows:

Arizona Department of Transportation Joint Project Administration 205 South 17 Avenue, Mail Drop 616E Phoenix, AZ 85007

Regional Public Transportation Authority Executive Director 302 N. 1st Avenue Suite 700 Phoenix, AZ 85003

9. Attached hereto and incorporated herein is the written determination of legal counsel that the parties are authorized under the laws of this State to enter into this agreement and that the agreement is in proper form.

IN WITNESS WHEREOF, the parties have executed this agreement the day and year first above written.

REGIONAL PUBLIC TRANSPORTATION AUTHORITY

G. KENNETH DRIGGS

Executive Director

STATE OF ARIZONA

Department of Transportation

HARRY A. REED, Director

Transportation Planning

RESOLUTION

BE IT RE	SOLVED of	n this date,	, Oct	Executive	1994 Director,	Regional	, I, G. Public
Transportation Au	thority, here	by determine	ne that	it is to the	advantage	e of the R	egional
Public Transportation of Arizona acting Intergovernmental Project activities in	by and thro Agreement i	ough the Defor the purpo	partme	nt of Tran funding Te	sportation, lecommuti	to enter	into an
110jeet delivides 1				,			
	Dated this _	30th d a	ay of _	October	, 1994		

G. Kenneth Driggs

Executive Director

Regional Public Transportation Authority

RESOLUTION

BE IT RESOLVED on this 29th day of September 1994, that I, the undersigned LARRY S. BONINE, as Director of the Arizona Department of Transportation, have determined that it is in the best interests of the State of Arizona that the Department of Transportation, acting by and through the Transportation Planning Division, to enter into an agreement with the Maricopa County Regional Public Transportation Authority for the purpose of defining responsibilities for a Regional Telecommuting Demonstration project.

Therefore, authorization is hereby granted to draft said agreement which, upon completion, shall be submitted for approval and execution by the Director, Transportation Planning Division.

Mary & Peters

Piracia BONINE

SCOPE OF WORK 1993-94 REGIONAL TELECOMMUTING DEMONSTRATION PROJECT REGIONAL PUBLIC TRANSPORTATION AUTHORITY

INTRODUCTION

The purpose of this document is to present the Federal Highway Administration (FHWA) and Arizona Department of Transportation (ADOT) the 1993-94 Work Plan for the Regional Public Transportation Authority's (RPTA) Regional Telecommuting Project. The goal of the project is to reduce single occupant trips and vehicle miles travelled, especially for the hometo-work trip, and thereby improve regional air quality. This program involves two primary concepts:

- Provide additional training and support for both formal and informal telecommuting programs region-wide through materials, promotions, one-on-one and group training support;
- developing a shared-office trading pilot program using public jurisdictions and coordinating efforts with the "electronic highway" concept;

Ridesharing alternatives including telecommuting programs are some of the most cost-effective transportation strategies available for reducing peak period vehicular demand, alleviating traffic congestion, cutting energy consumption and reducing vehicle emissions. In Maricopa County, ridesharing has seen a resurgence in popularity over the last few years, in response to air quality problems and local mandatory requirements for employer-sponsored trip reduction programs.

The mission of the RPTA is to promote the social and economic well-being of the community through an efficient and effective regional transit system. The mission of the Travel Demand Management section of RPTA is ... "Working to improve today's commute options for tomorrow ... Working to improve tomorrow's quality of life today." The proposed Regional Telecommuting Demonstration Program would help RPTA meet both these missions.

Additionally, the recent passage of House Bill 2001 requires employers, with 50 or more employees at a single site, to write a trip reduction plan that includes participation in telecommuting of at least 5 percent of their work force, at least 1 time per week. This could affect an estimated 1600 employers and almost 500,000 employees and students. Possible changes in the clean-up legislation indicate that mandatory telecommuting may not remain in the Trip Reduction program, however, its importance will be elevated due to higher program goals and employers' difficulty in reaching those goals.

PROGRAM GOAL

As part of a balanced regional transportation system that responds to diverse, changing travel

demands and land use patterns in a rapidly growing area, the Regional Ridesharing Program coordinates with employers, government agencies, developers, civic groups, transportation management associations and the general public to develop innovative and successful strategies to reduce single occupant vehicle travel and traffic congestion that result in air pollution, including telecommuting.

Telecommuting basically consists of moving the work to the worker instead of the more traditional approach of moving the worker to the work. Telecommuting is one of the most holistic trip reduction strategies because it often <u>eliminates</u> trips while many other strategies such as carpooling and transit reduce the miles traveled by single occupant vehicles, but still require that vehicle trips be made. Telecommuting replaces the work trip with communication linkages (telephone, computer modem, facsimile machine) between the business place and the trusted employee working at home or a "telework" facility near home.

This program may generate some negative social and/or environmental effects: the telecommuter's (remote workers) need for social inter-action when working away from their peers in the office, cold starts that result from participants driving to their telework site and concerns of middle managements' lack of control. These issues along with many other relating factors will be considered in the design of these projects. Solutions may be as simple as limiting the number of days away from the office (avoiding isolation issues), matching participants to locations to minimize cold starts and assisting middle management in adopting concepts of MBO (management by objectives). Nevertheless, these aspects will need special attention and require additional study during this program.

The RPTA has already approved a measure to promote and coordinate telecommuting efforts as part of its commitment package to MAG for the State Implementation Plan (SIP). Since the Arizona Legislature passed HB 2001, a measure that requires mandated telecommuting programs, this project could have a strong positive impact on employers affected by such programs.

WORK ELEMENTS AND PROGRAM OBJECTIVES:

The work elements for the Regional Telecommuting Demonstration Project are designed to increase participation in trip reduction strategies and alternative work arrangements. The number of people participating in alternate modes of transportation in recent years in Maricopa County has increased from 20 percent in 1988 to 32 percent in 1993 according to 1993 WestGroup study, increases have also occurred in the number people participating in telecommuting. Ongoing and enhanced awareness and promotional efforts will be necessary to continue the trend. The following work elements are planned for the RPTA Telecommuting Program:

TASK 1.0 Enhanced Training and Support for Employer Telecommuting Programs.

This project element would entail a major expansion of the current (modest) level of telecommuting training and support provided to employers by the RPTA as part of the Maricopa County Trip Reduction Program (TRP). This

element includes a needs assessment, program development, implementation and evaluation, to be conducted targeting the following groups:

- Employers participating in the Maricopa County TRP with employees who informally participate in telecommuting activities.
- Approximately 58 employers now participating in the TRP program have indicated that they are planning to initiate or expand their telecommuting opportunities in order to reduce vehicle trips to the work site.
- Employers not yet committed in their plans to initiate telecommuting programs, but who can be encouraged to add it as a new measure.

The new goal of the employers (50 or more employees) in the TRP program will be to reduce single-occupant trips and/or miles to the work place by 10 percent per year after May 31, 1994, up from the current goal of 5 percent per year. Up to 1,600 employer-clients will be affected by the TRP requirements. The major activities to be provided for this project by the RPTA include:

- Determine the training needs of the employers that will be required to develop telecommuting programs as part of their TRP plans. Solicit input from employers as to what type of training and materials would be needed by them to implement telecommuting programs.
- 1.2 Review existing training materials developed by others, determine to what extent changes would have to be made to make them effective for employers in Maricopa County. These materials could include but are not limited to a "how to" (implement programs) manual.
- 1.1 Revise the current RPTA one hour training elective on telecommuting.
- 1.2 Enhance the technical assistance to individual employers for development of telecommuting programs.
- 1.3 Enhance employer assistance in implementing strategies or incentive programs for telecommuting.
- 1.4 Locate, develop and/or reprint existing materials to promote work at home programs.
- Develop a public relations plan to increase awareness of telecommuting and its benefits.
- 1.6 Identify possible barriers that inhibit working from a remote location and evaluate measures to overcome those barriers.

DELIVERABLES FOR TASK 1:

- Needs assessment for training, development of marketing materials and one-onone assistance for telecommuting program implementation.
- Samples of marketing materials developed during project.
- Course description, lesson plan and sample course materials.
- Tracking report describing progress of programs participating.
- **≖** Annual report

TASK 2.0 A Shared-office Trading Pilot Demonstration Program.

Inviting public jurisdictions to participate in the program, RPTA would organize and outline an approach by which city, county and/or state employees may, with their supervisor's approval, work at an office close to their home. The idea of "office-trading" would be used whereby employees working for different participating jurisdictions would work at or "trade" offices with employees of other jurisdictions.

- 2.1 Form inter-jurisdictional committee for planning and implementation.
- 2.2 Complete inventories taken of available facilities for all groups planning to participate.
- 2.3 A selection process will be developed to determine the participants.

 Identify participants (County and GEO-based information system data) and develop a matching system for assigning locations to remote workers.
- 2.4 Policies, procedures and implementation strategies would be developed for the shared-office trading pilot program (several jurisdictions have already indicated an interest in participating). Criteria and a method of evaluation will be designed in advance that measures the effectiveness of this program element.
- 2.5 Develop measurement devices to determine effectiveness and attitudes of participants.
- 2.6 Implement program.
- 2.7 Measure effects of telecommuting as a trip reduction strategy and expand where feasible.

The focus of Shared-office Trading would be on reducing the commute trip and giving tele-managers (supervisors of telecommuters) an opportunity to experience the benefits of telecommuting first hand. Efforts would also be coordinated with the "electronic

highway" concept -- a concept that links networks together.

RPTA would provide a computer matching service to participants for work arrangements and scheduling. Files would be maintained through an ongoing update process to ensure accurate scheduling. Map-Info (geographic-based software) capabilities would be utilized with employee data¹ to identify possible participants by home and work locations. This system will be used to assist clients in analyzing their telecommuting options for their employees, as well as incentives to participate.

The goal of this program is to assist approximately 500 employees from State, County and local city governments to participate. Expansion of the program would be based on individual and/or departmental successes.

DELIVERABLES FOR TASK 2:

- Needs assessment for inventories of available facilities.
- Policies, procedures and implementation strategy for program.
- Measurement devices to determine success and failure of program.
- Tracking report describing progress of programs participating.
- Annual report
- Final report with recommendation for future expansion.

Organizational Elements

RPTA will hire 1 full-time staff person and be supported by existing staff to manage all the elements of the Regional Telecommuting Demonstration Program. Staff of the Arizona Department of Administration Capitol Rideshare Program will be consulted with closely throughout the project.

A working group will be established to provide direction and policy for all program elements with representatives from the Maricopa Association of Governments, local chambers of commerce, universities, transportation management associations, the State of Arizona Department of Administration, the Arizona Department of Transportation, the Federal Highways Administration and RPTA.

An advisory committee will also be established to provide input and direction for the shared-office demonstration project. The advisory committee will include representatives from the participating employers, the State Department of Administration telecommuting and telecommunications experts, other key stakeholders, as well as staff.

¹ Maricopa County trip reduction annual survey data can match together employer job type with home location and desire to telecommute.

ESTIMATED TIMELINE

Month 1 TASK 1 TASK 2	Enhanced telecommuting training needs assessment. Form interagency committee for the development of shared-office program.
Month 2 TASK 1 TASK 1	Enhanced telecommuting training program development and implementation. Develop a public relations plan to increase awareness of telecommuting and its benefits. Complete inventories taken of available facilities for all groups planning to
Indix 2	participate.
Month 3 TASK 1	Revise the current RPTA one hour training elective on telecommuting. Includes audio/video materials based on needs analysis.
TASK 2	Locate, develop and/or reprint existing materials to promote work at home programs.
Month 4 TASK 2	Develop measurement devices to determine effectiveness and attitudes of participants.
Month 5 TASK 1 TASK 2	Enhance the technical assistance to individual employers for development of telecommuting programs. Identify participants (County and GEO-based information system data) and develop a matching system for assigning locations to remote workers. Train
	telemanagers and telecommuters.
Month 6 TASK 1 TASK 2	Enhanced telecommuting training evaluation (on going) Implement shared office program.
Month 8 TASK 2	Hold focus groups for employees
Month 10 TASK 2	Hold focus groups for employees
Month 12 TASK 2	Measure effectiveness and attitudes of participants

TELECOMMUTING BUDGET SEPTEMBER 1993 - SEPTEMBER 1995

	FHWA/STP/ ADOT/ISTEA	RPTA	TOTALS
Staff ² and Contingency		40,000	40,000
Training Materials Development - Creative Services/Public Relations Consultants	30,000		30,000
New Telecommuting Training Materials	25,000		25,000
Develop Brochures and General Support Materials	20,000		20,000
Audio/Visual Training Module Materials	15,052		15,052
GRAND TOTAL:	90,052	40,000	\$ 130,052

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² May be contract staff.

BACKGROUND

The following information is provided for general information in support of the telecommuting concept. Telecommuting, as a trip reduction strategy, is part of a practical solution to highway overcrowding and air quality for Maricopa County.

Today more than 60 percent of the American work force is directly involved in processing information³. Much of this work can be done from remote locations. Currently more than 850 employers and about 330,000 employees (excluding students) participate in the Maricopa County Trip Reduction Program. A recent survey indicates about 11 percent of metro-area employees telecommute, for the most part informally, representing about 9 percent of (non) work trips⁴. By encouraging employers to formalize their existing programs we would strengthen telecommuting as a trip reduction strategy.

In a demonstration program conducted by the State of Arizona and AT&T in 1990, 134 telecommuters drove 97,078 fewer miles, avoided generating 1.9 tons of pollutants, estimated saving \$10,372 in commuting expenses and endured 3,705 fewer hours of stressful driving time. Since that time both employers have expanded their programs. Many other local employers have since adopted formal programs and the number continues to grow⁵.

The Maricopa Association of Governments Regional Planning Area encompasses over 3,000 square miles. In 1989 the population went over the two million mark and estimates for the next fifteen years (2005) indicate a possible increase of about 50 percent, to just over three million people⁶.

Residents in the County currently travel about 50 million miles each weekday. MAG transportation projections indicate that by the year 2015 residents in the Valley could be traveling 110 million miles each day. The freeway-expressway plan adopted in 1985 is designed to accommodate only 94 million vehicle miles of travel per day in the year 2005⁷, making the need for rideshare, transit and telecommuting even more critical in the years ahead.

³ Resource is JALA Associates, Inc., Los Angeles, CA (a management consultant firm).

⁴ The 1993 Clean Air Force Public Opinion Survey and Focus Group conducted by WestGroup Marketing Research.

⁵ Maricopa County Trip Reduction Program (MCTRP) survey data and annual research provided by WestGroup Market Research.

⁶ Source Maricopa Association of Governments.

⁷ Source: Maricopa Association of Governments

CURRENT TELECOMMUTING OPPORTUNITIES

A non-profit group of public and private employers have formed an association to expand telecommuting opportunities statewide, the Arizona Telecommuting Advisory Council (AzTAC). AzTAC is a chapter of the national Telecommuting Advisory Council with its headquarters based in Los Angeles, California. AzTAC's mission statement is to facilitate the expansion of telecommuting opportunities within the State of Arizona. AzTAC and its members will work with the RPTA to accomplish the goals of this project.

AzTAC provides its members and others with a variety of telecommuting products and services. Some products and services are already in use while others are in various stages of development. Some current products and services either in use or under development appear below:

- A telecommuting library & information clearinghouse including a reference/resource list.
- Profiles of telecommuters.
- Advice and support during the planning, implementation and management of telecommuting programs.
- Advice, standards, and support during the use of telecommuting programs when used as a component of trip reduction programs.
- A resource during the development of pertinent policy, legislation, regulations, etc.
- Regular membership meetings.
- Seminars, workshops and conferences.
- A forum for the open presentation and discussion of telecommuting ideas, information, issues, technological advances, etc.
- Networking opportunities including a statewide telecommuter directory.
- A telecommuting speakers bureau.
- An electronic telecommuting bulletin board

The AzTAC's Strategic Business Plan was developed using a comprehensive strategic planning process. It is intended to result in a high quality member-driven organization, one which bases all of its products, services, programs and activities on the specific needs of its members -- the telecommuting coordinators and others who use or may consider using its products and services.

RESEARCH FINDINGS

Local research on travel behavior conducted by WestGroup Market Research⁸ shows that 11 percent of the metro area's employed population telecommute at least one day per week. As a percent of total trips (trips not made) 9 percent are due to telecommuting. Total daily vehicle miles saved by employed persons telecommuting is more than 900,000 miles.

As of August 18, 1992 Maricopa County compiled the following information from 83 sites (approximately 10 percent) affected by the third year of the Trip Reduction Program. The following responses were taken from the almost 50,000 employees surveyed.

Below are the results of the annual TRP Survey question which asks: "On the average, how many days per week do you work at home (telecommute) instead of going to your work place?"

RESPONDENTS PARTICIPATION	Frequency	Percent of People	
Telecommute no days	47,267	94.9	
one day two days three days four days five days six days seven days	770 1,075 232 130 174 58 89 49,793	1.5 2.2 .5 .3 .3 .1 .1 .2	

Approximately 5 percent⁹ or 2,526 of the TRP respondents telecommute at least one day per week.

⁸ Spring 1993 - Public Opinion Survey and Focus Groups by WestGroup Market Research, Inc.

⁹ Results of the Westgroup survey done for RPTA, also show 5% of commuters who work for large (over 100 employees) employers telecommute versus 14% for small employers.

Below are the results of the annual TRP Survey which asks: "How much interest do you have in using each of the following travel reduction alternatives?"

Respondents that indicated some or very much interest included:

carpool	29,204
telecommute	21,393
bus	20,734
vanpool	17,957
bicycle	12,160
walk	6,004

NATIONAL STATISTICS

According to a 1991 study by Link Resources, a New York based market research firm, the following statements help to summarize the national outlook for telecommuting.

- The number of corporate telecommuters has increased more than 40 percent in the last two years.
- ☐ Growth in telecommuters will double by 1995.
- Sixty-eight percent of corporate homeworkers are organizations with less than 100 employees.
- Leading work-at-home occupations are:
 - Business/Professional (Accountants, lawyers, consultants, engineers, programmers) 32.7%

 - ☑ Teachers 10.8%

 - ☐ Government/Public Sector 7.3%
 - Sales 7.1%
 - All others less than 5%

Strong evidence show a work force that is willing to work away from the traditional office. Employers have also indicated a willingness to participate in a telecommuting work arrangement. This project incorporates viable solutions to developing such programs.

COST OF TELECOMMUTING PROJECTS

The total expenses of the telecommuting program is about \$160,000, with \$90,052 in federal highway STP funding.

AUTHORIZATION OF PROJECTS

On September 2, 1993, the MAG Regional Council's Executive Committee approved this project. On September 29, 1993 the MAG Regional Council ratified the approval made by the Executive Committee.

ANTICIPATED SOCIAL, ECONOMIC AND ENVIRONMENTAL IMPACTS

1. Anticipated Vehicle Reduction Impacts

There is an anticipated reduction in the single-occupant vehicle use of motor vehicles that would result in reductions in air pollution, energy consumption and traffic congestion.

2. Impacts on Minority Groups

This Telecommuting Demonstration Program will have no adverse effects on any minority group. Instead, it should have a positive effect on all individuals by encouraging the use of an alternative to the single occupant vehicle and provide information and technical assistance that can be used to facilitate improved mobility for individuals with and without disabilities.

3. Adverse Impact on Existing Systems

The Telecommuting Demonstration Program will have no adverse impact on any transit or highway system, and should help remove vehicles from the roads and free up additional transit capacity.

4. Categorical Exclusion Criteria

The Telecommuting Demonstration Program meets the categorical exclusion criteria under 23CFT771.115(b) for environmental documentation.

SPECIFIC LINE ITEM DESCRIPTIONS

The following is a description of the budget elements contained in Exhibit A.

1. Creative Services Consultant and Public Relations

The funding requests includes elements for developing awareness of a somewhat unknown concept. The project will fund developing creative concepts and assisting with the development of general public awareness of telecommuting.

2. Developing New Telecommuting Training Materials

Using existing available resources and modifying to meet specific employer needs, RPTA will develop a telecommuting training that will assist local employers with the needed support to implement and expand existing programs.

3. Development of Brochure(s) and General Support Materials

As needed, develop brochures and support materials such as question/answer sheets, or marketing telecommuting to management packets, or how to address technology as a solution to more efficient operations, etc.

4. Printing and Copying

Copying/printing includes the cost for reproduction of various educational and promotional materials.

APPROVAL OF THE MARICOPA COUNTY REGIONAL PUBLIC TRANSPORTATION AUTHORITY ATTORNEY

I have reviewed the attached proposed intergovernmental agreement, between the DEPARTMENT OF TRANSPORTATION, HIGHWAYS DIVISION, and the REGIONAL PUBLIC TRANSPORTATION AUTHORITY and declare this agreement to be in proper form and within the powers and authority granted to the Authority under the laws of the State of Arizona.



STATE OF ARIZONA

OFFICE OF THE ATTORNEY GENERAL

GRANT WOODS ATTORNEY GENERAL

1275 WEST WASHINGTON, PHOENIX 85007-2926

MAIN PHONE: 542-5025 TELECOPIER: 542-4085

INTERGOVERNMENTAL AGREEMENT DETERMINATION

A. G. Contract No. KR94-2521-TRN, an agreement between public agencies, has been reviewed pursuant to A.R.S. §11-952, as amended, by the undersigned Assistant Attorney General who has determined that it is in the proper form and is within the powers and authority granted to the State of Arizona.

No opinion is expressed as to the authority of the remaining parties, other than the State or its agencies, to enter into said agreement.

DATED this 10th day of November, 1994.

GRANT WOODS

Attorney General

JAMES R. REDPATH

Assistant Attorney General

Transportation Section

JRR:lsr 8661G